

Event Report

Consumer Awareness Programme in Association with Telecom Regulatory of India (TRAI)

Organized by: CUTS International

Venue: New Gayatri Vidhya Mandir, Sr. Sec. School Jobner, Jaipur

Date: Thursday, February 22, 2024

The Event

The sixth programme of the quarter (January to March) year FY 2023-24, Telecom Consumer Awareness Programme (CAP) was organised by Consumer Unity & Trust Society in support with the Telecom Regulatory Authority of India (TRAI), New Delhi **At New Gayatri Vidhya Mandir Sr.Sec School Jobner, Jaipur on Thursday, February 22, 2024**

The programme was organised in association with the presence of almost 106 students & school teachers and Mrs. Geeta Kumawat, School Principal welcomed all the participants.

The Objective

Dharmendra Chaturvedi, Program officer, CUTS gave a welcome speech and spoke on consumer rights and obligations. he also told about the organisation. He said that the programme serves as a platform of bridging the gap between Telecom Service Providers (TSPs), Consumer advocacy groups CAGs and rural consumers through education, information and protection; views and reactions; and inputs to regulatory policies and programme.

Proceedings

After welcoming the participants, Deepak Saxena, Associate Director, CUTS made a TRAI presentation highlighting the initiatives taken to protect the interests of telecom consumers. Saxena, told the participants that India's population is 140 crores. And India is second in the world in mobile service. Currently 117 crore people are mobile phone owners in India. Mobile rates are cheaper in India than other countries. There are 52 crore mobile phone holders in rural areas of India. Along with this he threw light on TRAI'S complaint redress mechanism. All the issues as mentioned in the ppt., which was shared by TRAI was showcased. TRAI activities related videos also shown to participants.

Participation and Issues Raised

Total 106 participants, including two from school, two from CUTS team, and one from local coordinator's team attended the event. Participants mainly raised issues pertaining to network, billing, call drops and some very local issues like non-availability of internet speed etc., which were responded by CAG.

Pics and Social Media Coverage

The image displays a collage of screenshots related to social media coverage and WhatsApp messages. The top section shows a WhatsApp chat interface with a group of people and a photo of a group of people. The middle section shows a LinkedIn post from CUTS CART, titled "CUTS CART | Consumer Action Research & Training", which mentions a CAP program. The bottom section shows a Facebook post from CUTS CART, titled "What's on your mind, Cuts?", which also mentions a CAP program. The screenshots are arranged in a grid-like fashion, showing the progression of the information from WhatsApp to LinkedIn and then to Facebook.

WhatsApp Chat: The chat shows a group of people with names like "TRAI CAGS", "Kan Singh TRAI Jaipur", "Sunil Sahani Train Booking Ag...", "Amit Prakash TRAI Jaipur", and "Manish Lodia TRAI". A photo of a group of people is shared in the chat.

LinkedIn Post: The post is from CUTS CART, titled "CUTS CART | Consumer Action Research & Training". It mentions a CAP program and includes a photo of a group of people. The post has 18 profile viewers and 497 post impressions.

Facebook Post: The post is from CUTS CART, titled "What's on your mind, Cuts?". It mentions a CAP program and includes a photo of a group of people. The post has 4 likes and 0 comments.



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Statement of Expenditure

S. N.	Particulars	Amount in INR
1.	Refreshment and tea charges during the program.	12,500/-
2.	Logistic charges LCD Charges, Banner, Hall rent & cleaning charges, Travel charges, local coordination charges.	12,500/-
	Total	25,000/-

Deepak Saxena,

Associate Director